



steven **Jeppesen**

PROJECT: MULTI & OMNI CHANNEL

COMPANY

- NICE InContact

AFFECTED PERSONA

- Agent Persona

MARKET RESEARCH

- Market Research showed the prevalence of the term “Omni-Channel” being used but having no clear definition.
- Some competitors called “Omni-Channel” the ability to turn a phone call into a video chat while others said it was the ability to handle multiple contacts at once.

CUSTOMER RESEARCH

- Customers were confused by the lack of a solid definition for “Omni-Channel.”
- Research showed that a portion of our customers wanted the to give better customer service and have true first call resolution.
- Other customers wanted to move through as many customers as quickly as possible, a churn and burn mentality.

GOALS

- Create an experience where the Agent can handle a Customer channel agnostic (one customer across any channel).
- Further allow Agents to handle more then one customer at the same time across any channel.

Outbound Sales Primary Persona

Inbound Phone Secondary Persona

Inbound Phone Primary Persona

Pain Points

- Hates using multiple systems to find information and work with team members
- Unintentional call refusals count against agent
- Schedules vary on a daily basis, multiple methods are used to track schedules

Product Needs

- Integrated chat and search capabilities
- Better ability to control availability during post-call notes
- Built in break notifications and monitoring
- Push notifications for schedule changes

Goals & Motivations

- Lives to understand customer needs and to fix problems
- Loves ending a call with a happy customer that will remember them
- Takes time to understand the product/service to better support customers
- Supports team mates by quickly responding to questions
- Having the tools necessary to solve the needs of their customers

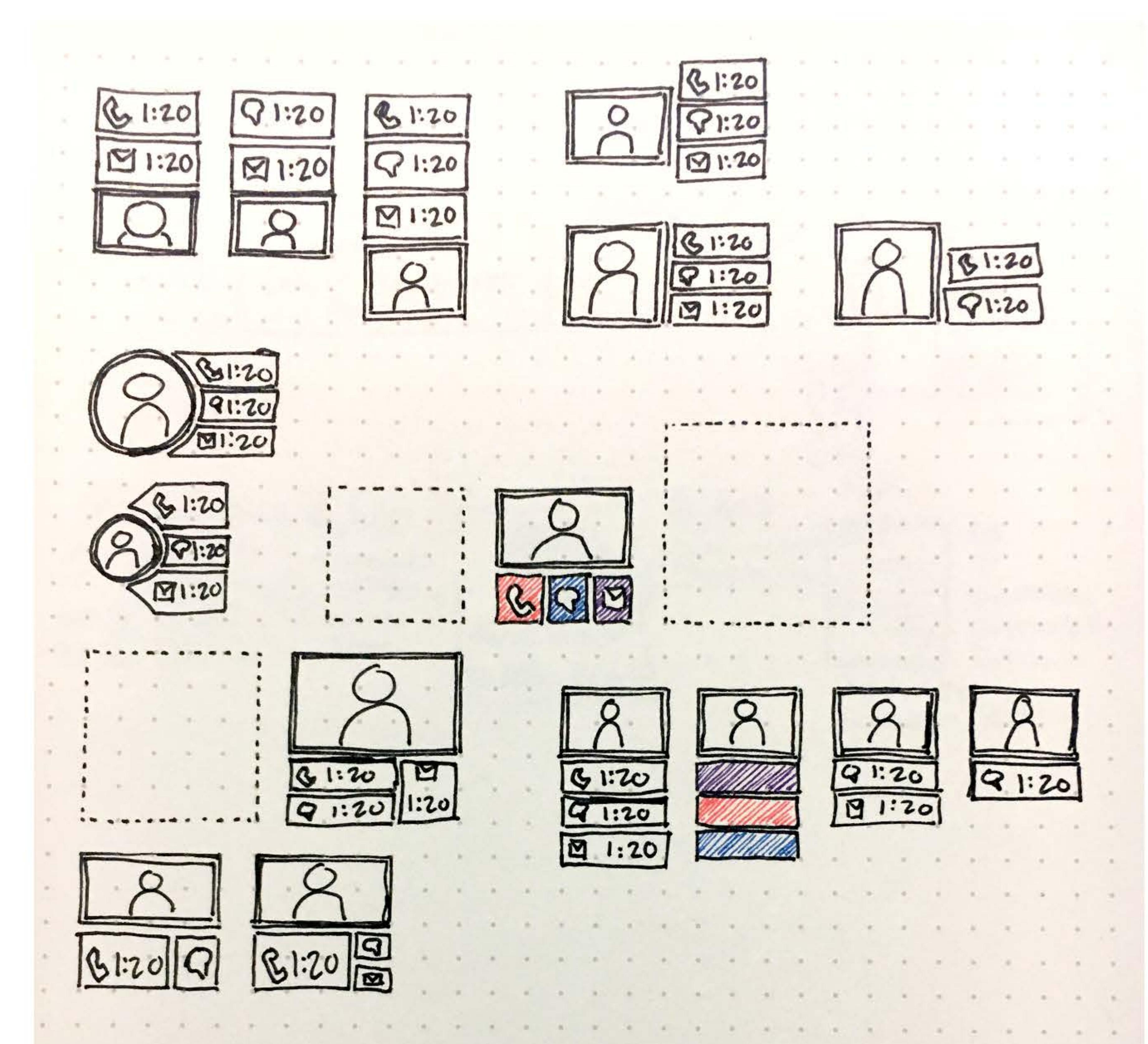
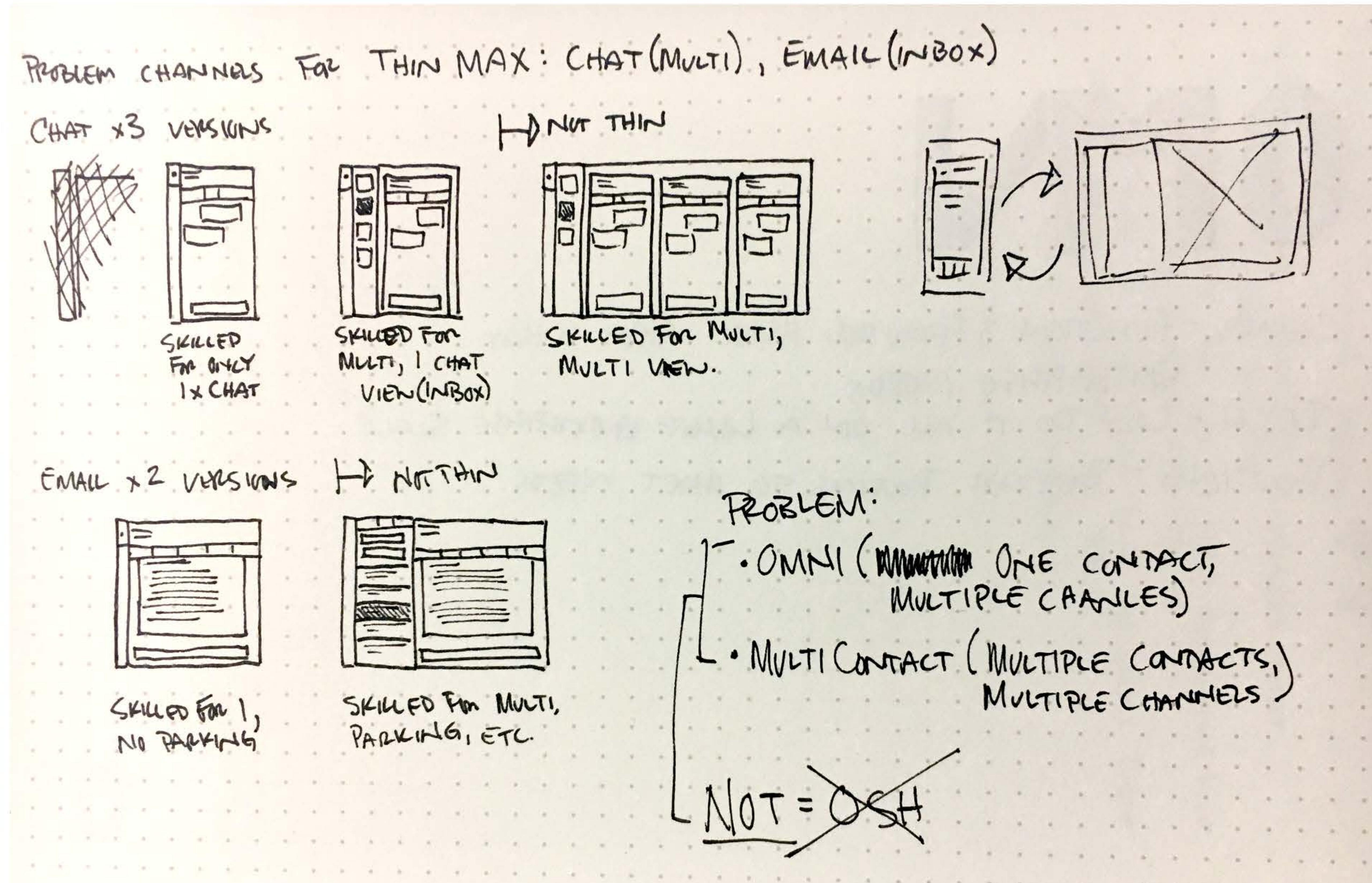
KPI

- 100% Customer Satisfaction
- 80% Available on phones

UX/UI | PERSONAS

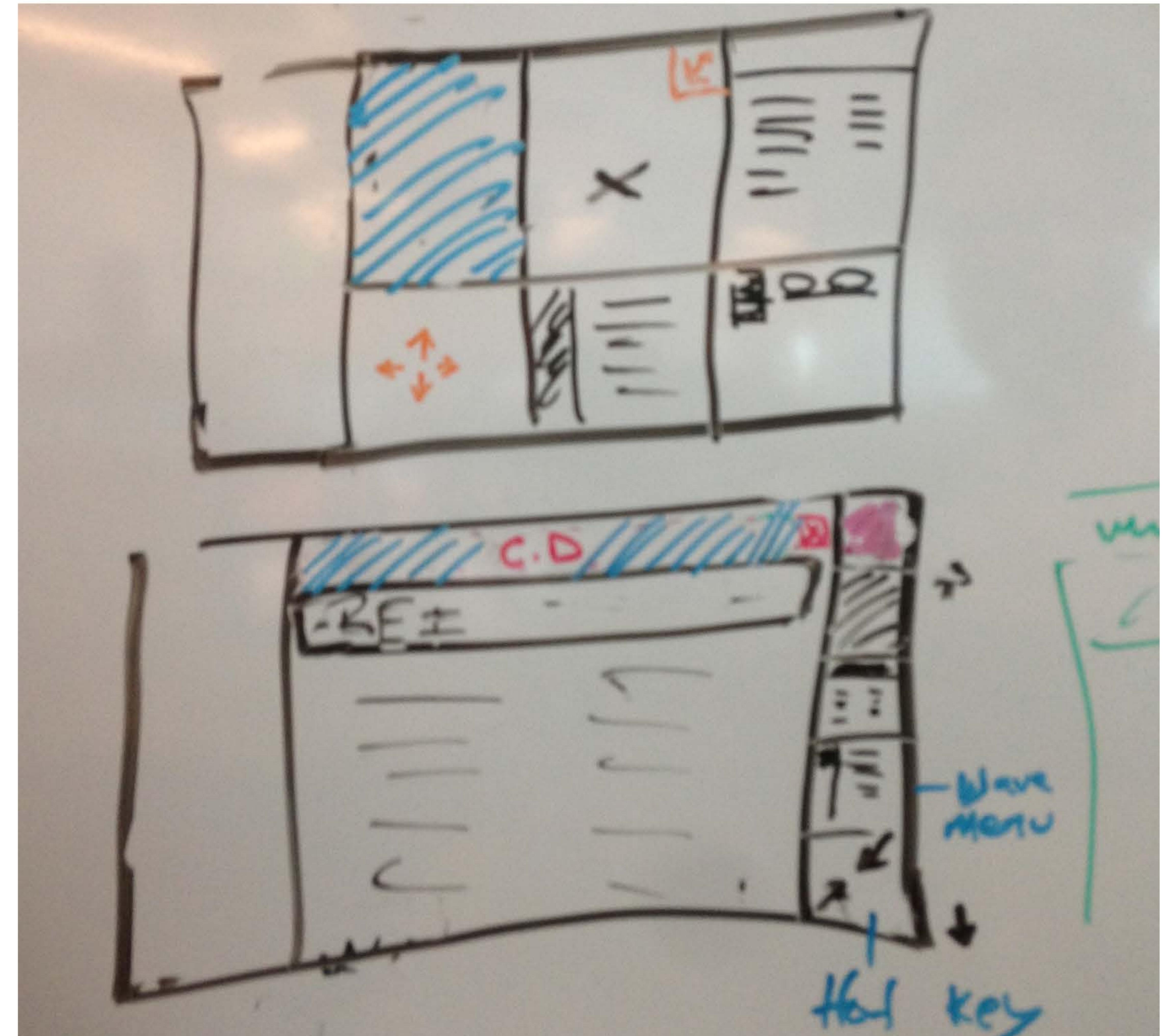


EARLY SKETCHES



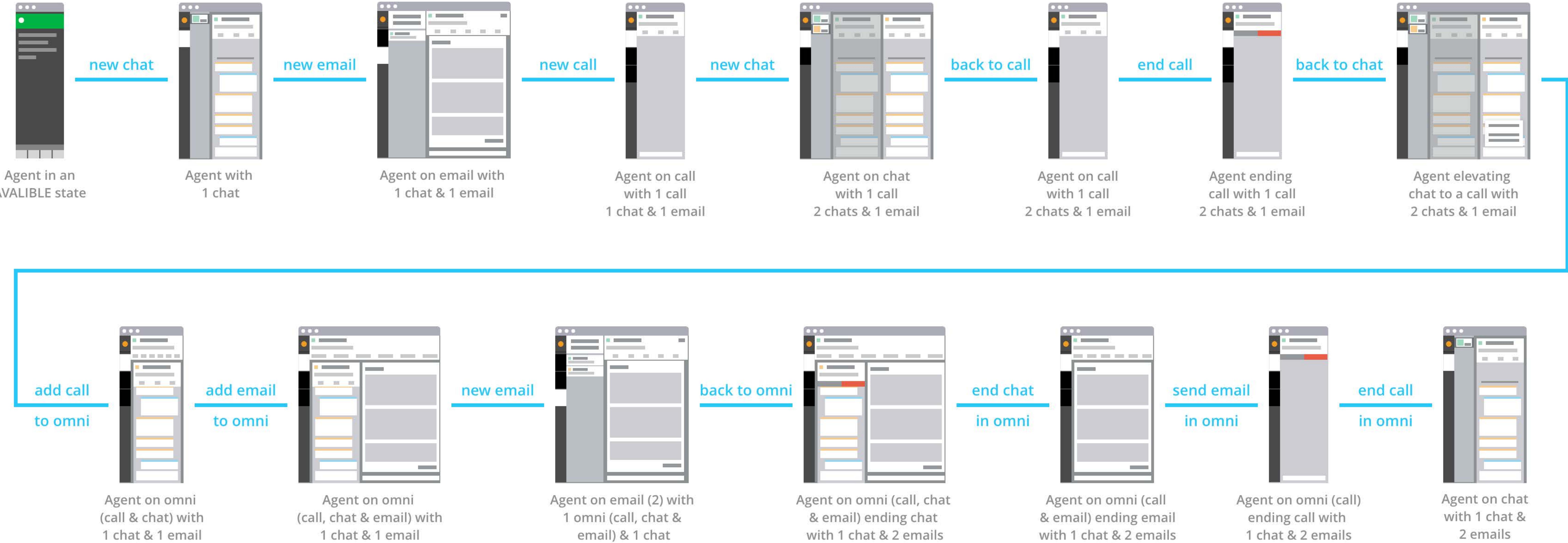
WORKSHOP

Lead team 10x10's for fast paced ideation.



AGENT STORY FLOW FOR FEATURE COMMUNICATION

This user flow tells a story about the new feature to help communicate the vision to Executives, Customers, R&D, and others, a full prototype based on this initial story was used for later testing.



EARLY DESIGN EXPLORATION

There was some early design exploration for the VP heading up this project to help him put his ideas down on paper.

Top Left Screenshot:

- Dashboard:** Shows a grid of small windows for various agents (e.g., JP, KS, PA, RE, GA, YB) with their names and status (e.g., On Hold, Mute, Mask, Hang Up, Go To Call).
- Record details:** For 'Jessica Smith' (jsmith@gmail.com). Details include Name: Kelley Stewart, Company: Jessica.Smith@inContact.com, Email: (987) 654-3210, Phone: 01/12/2012, Type: 3, Last modified: 02/04/2014, Lead level: Med, Lead status: In progress. Notes: Vivamus maximus, elit sed hendrerit fermentum, erat elit luctus lectus, sed condimentum purus ipsum vitae nibh. Curabitur tincidunt velit sit amet justo luctus porta. Vestibulum eget odio vel ipsum vulputate commodo quis quis purus.
- Chat Window:** For 'RE: Support update questions'. It shows a message from 'Me' (Kelley Stewart) at 1:16 pm: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email." A response from 'Kelley Stewart' at 1:17 pm: "I see the account confirmation popup on my screen."

Top Right Screenshot:

- Record details:** For 'Kelley Stewart' (kstewart@gmail.com). Details include Name: Kelley Stewart, Company: L2 Support, Email: (techsupport@incontactemail.com), Phone: 12:39, Account activated: 01/12/2012, Type: 3, Last modified: 02/04/2014, Lead level: Med, Lead status: In progress. Notes: Vivamus maximus, elit sed hendrerit fermentum, erat elit luctus lectus, sed condimentum purus ipsum vitae nibh. Curabitur tincidunt velit sit amet justo luctus porta. Vestibulum eget odio vel ipsum vulputate commodo quis quis purus.
- Chat Window:** For 'RE: Support update questions'. It shows a message from 'Me' (Kelley Stewart) at 1:16 pm: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email." A response from 'Kelley Stewart' at 1:17 pm: "I see the account confirmation popup on my screen."

Bottom Left Screenshot:

- Record details:** For 'Kelley Stewart' (L2 Support). Details include Name: Kelley Stewart, Company: L2 Support, Email: (techsupport@incontactemail.com), Phone: 12:39, Account activated: 01/12/2012, Type: 3, Last modified: 02/04/2014, Lead level: Med, Lead status: In progress. Notes: Vivamus maximus, elit sed hendrerit fermentum, erat elit luctus lectus, sed condimentum purus ipsum vitae nibh. Curabitur tincidunt velit sit amet justo luctus porta. Vestibulum eget odio vel ipsum vulputate commodo quis quis purus.
- Chat Window:** For 'RE: Support update questions'. It shows a message from 'Me' (Kelley Stewart) at 1:16 pm: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email." A response from 'Kelley Stewart' at 1:17 pm: "I see the account confirmation popup on my screen."

Bottom Middle Screenshot:

- Record details:** For 'Kelley Stewart' (L2 Support). Details include Name: Kelley Stewart, Company: L2 Support, Email: (techsupport@incontactemail.com), Phone: 12:39, Account activated: 01/12/2012, Type: 3, Last modified: 02/04/2014, Lead level: Med, Lead status: In progress. Notes: Vivamus maximus, elit sed hendrerit fermentum, erat elit luctus lectus, sed condimentum purus ipsum vitae nibh. Curabitur tincidunt velit sit amet justo luctus porta. Vestibulum eget odio vel ipsum vulputate commodo quis quis purus.
- Chat Window:** For 'RE: Support update questions'. It shows a message from 'Me' (Kelley Stewart) at 1:16 pm: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email." A response from 'Kelley Stewart' at 1:17 pm: "I see the account confirmation popup on my screen."

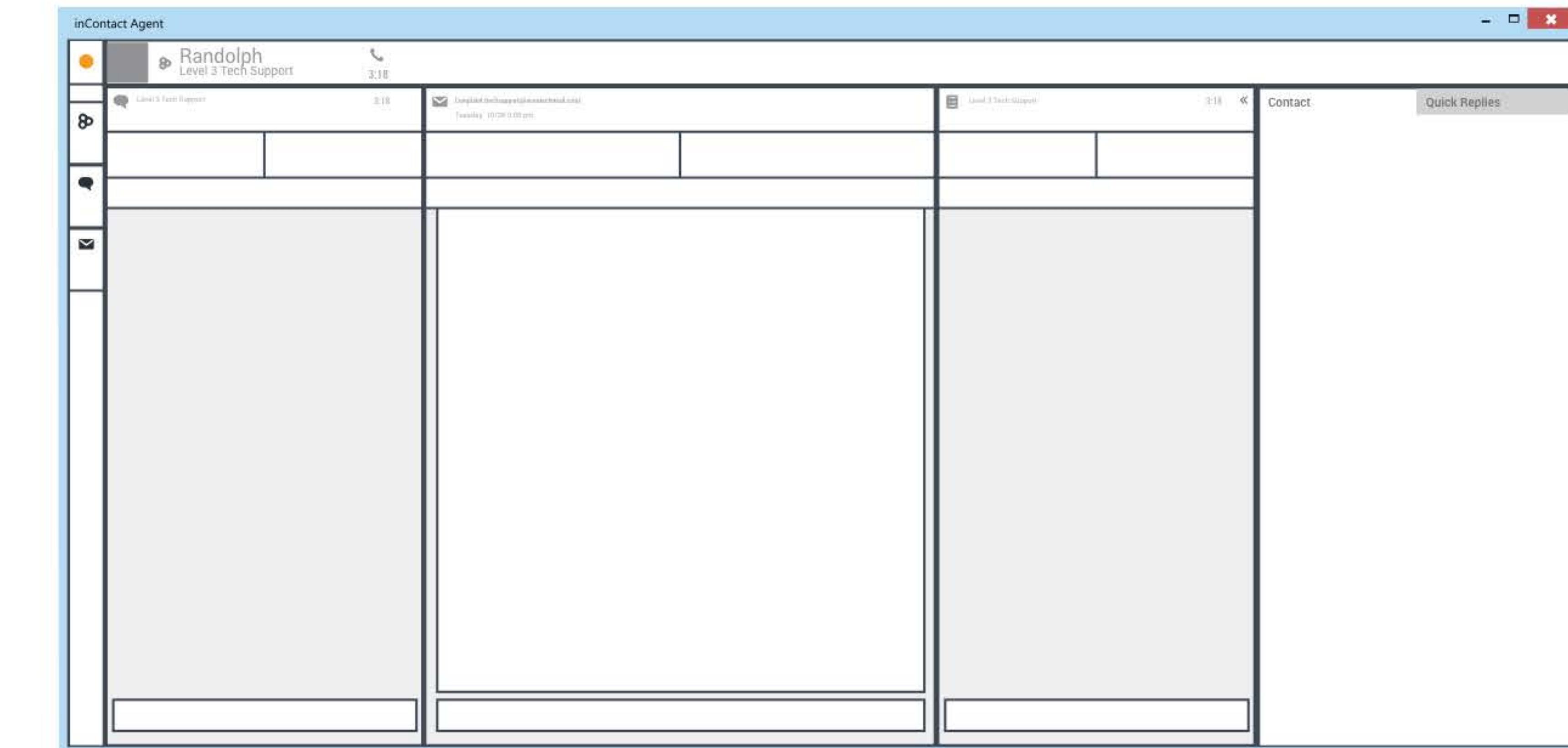
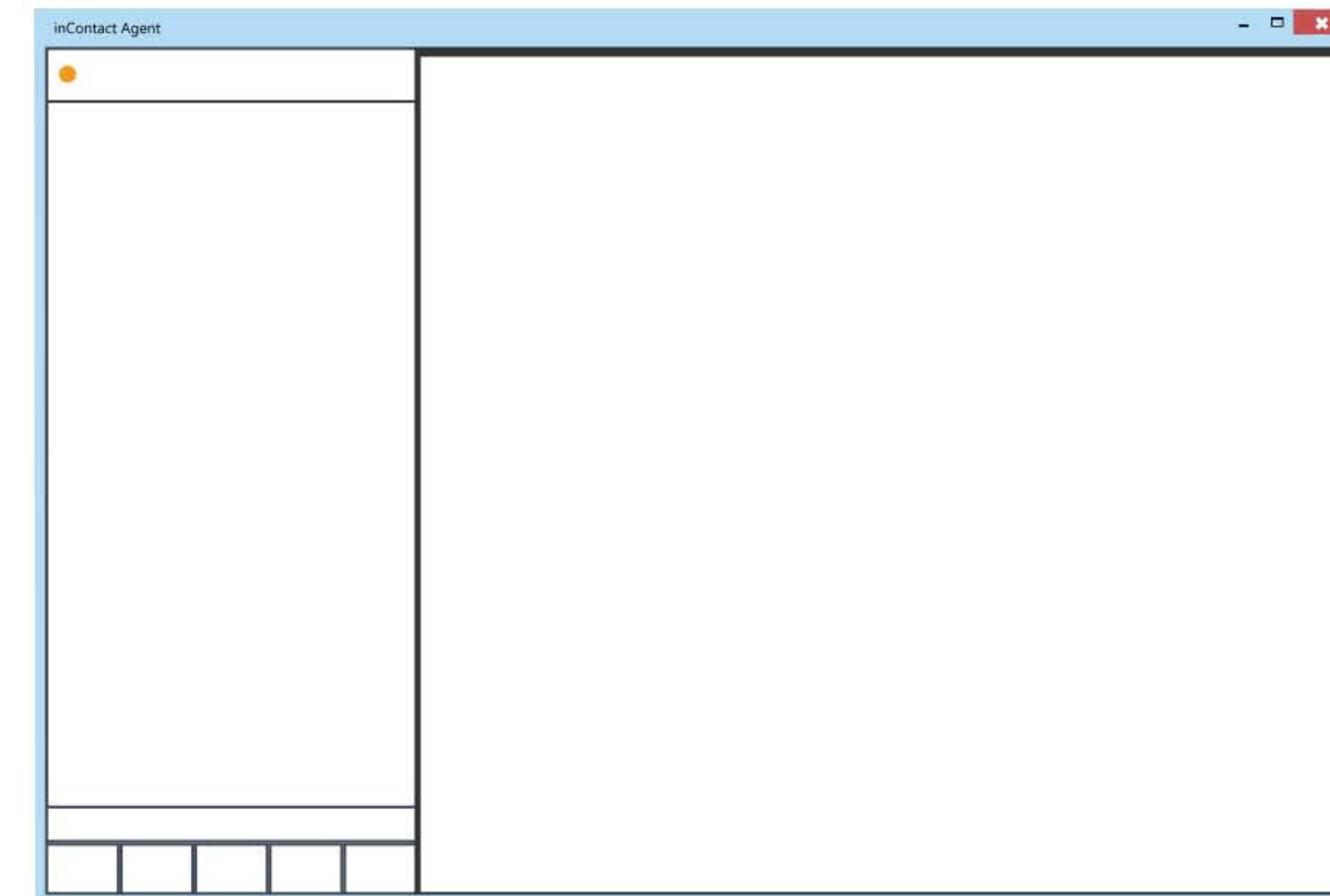
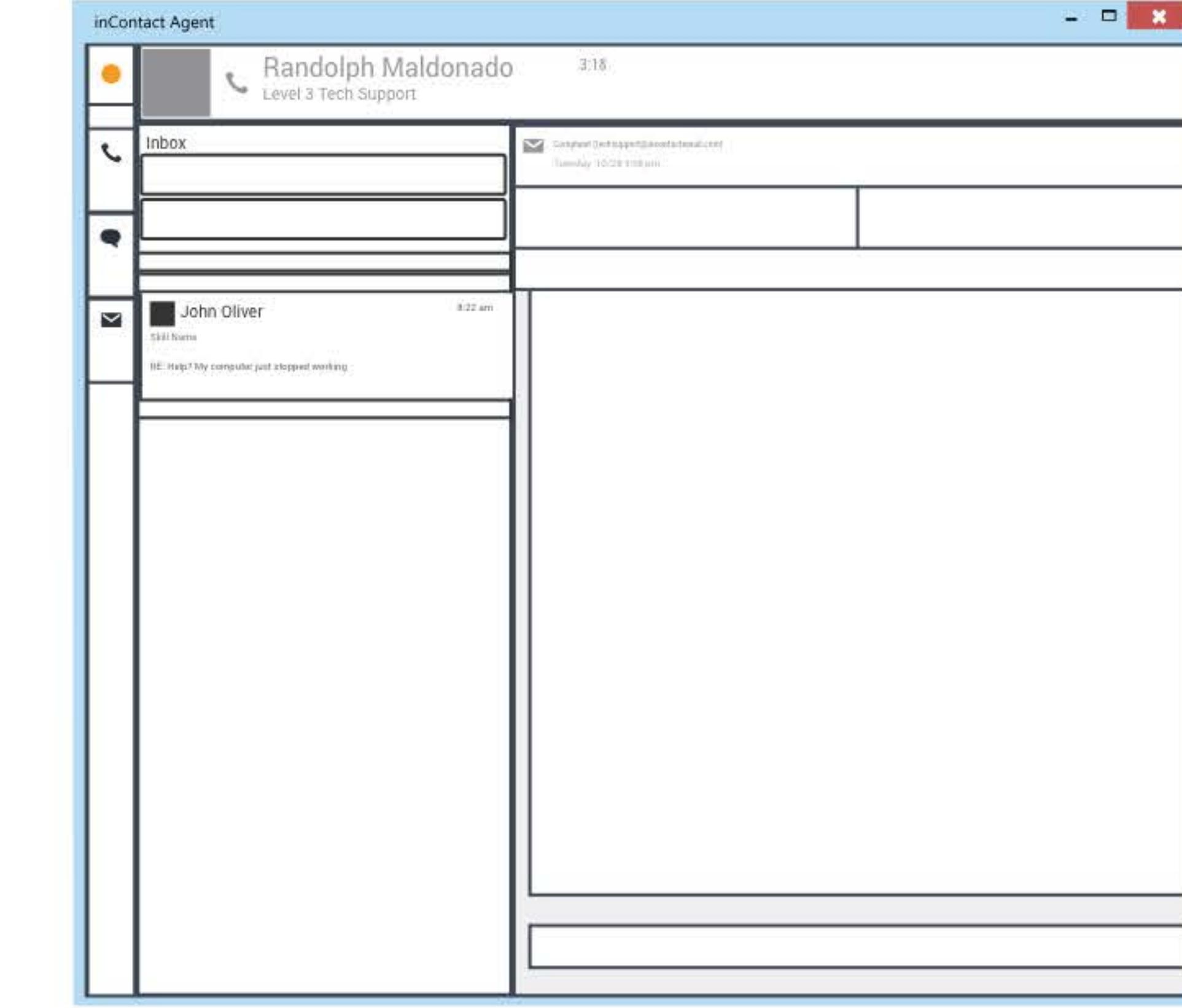
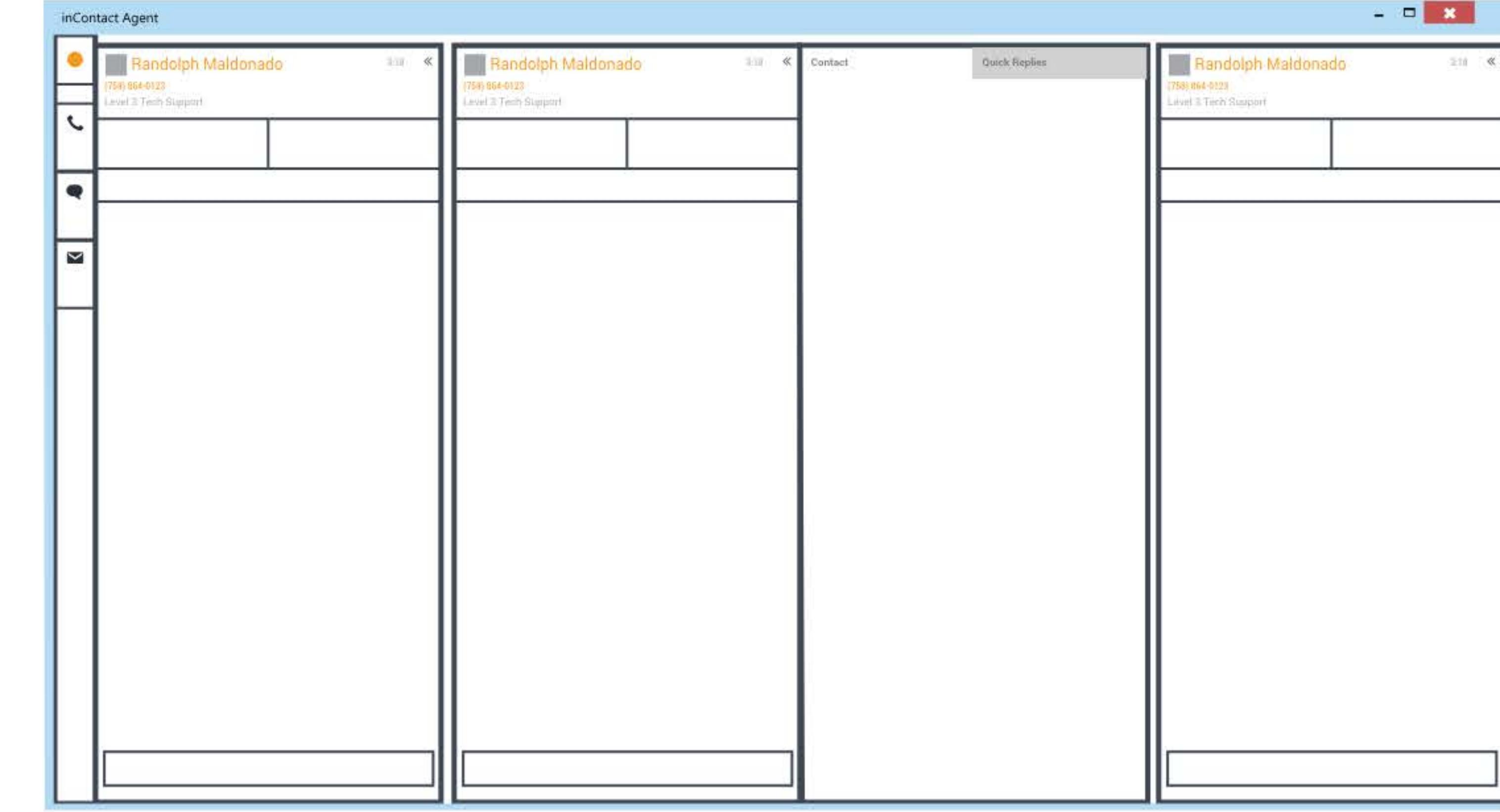
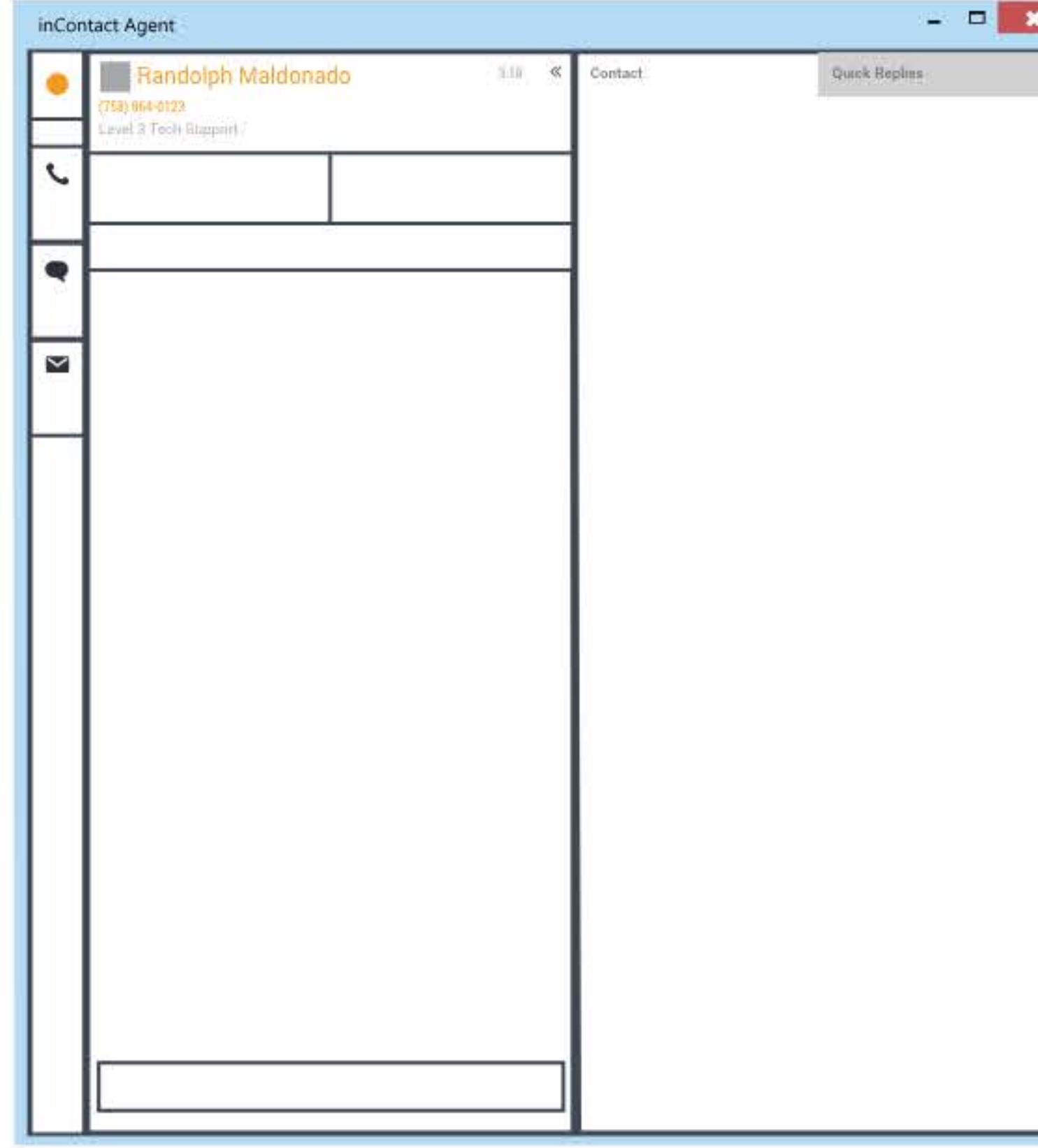
Bottom Right Screenshot:

- Record details:** For 'Sanjay Shamdasani' (L2 Support). Details include Name: Sanjay Shamdasani, Company: L2 Support, Email: (techsupport@incontactemail.com), Phone: 12:39, Account activated: 01/12/2012, Type: 3, Last modified: 02/04/2014, Lead level: Med, Lead status: In progress. Notes: Vivamus maximus, elit sed hendrerit fermentum, erat elit luctus lectus, sed condimentum purus ipsum vitae nibh. Curabitur tincidunt velit sit amet justo luctus porta. Vestibulum eget odio vel ipsum vulputate commodo quis quis purus.
- Chat Window:** For 'RE: Support update questions'. It shows a message from 'Me' (Sanjay Shamdasani) at 1:16 pm: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email." A response from 'Sanjay Shamdasani' at 1:17 pm: "I see the account confirmation popup on my screen."



WIREFRAMES

Wireframes for the main states of the app for this feature.

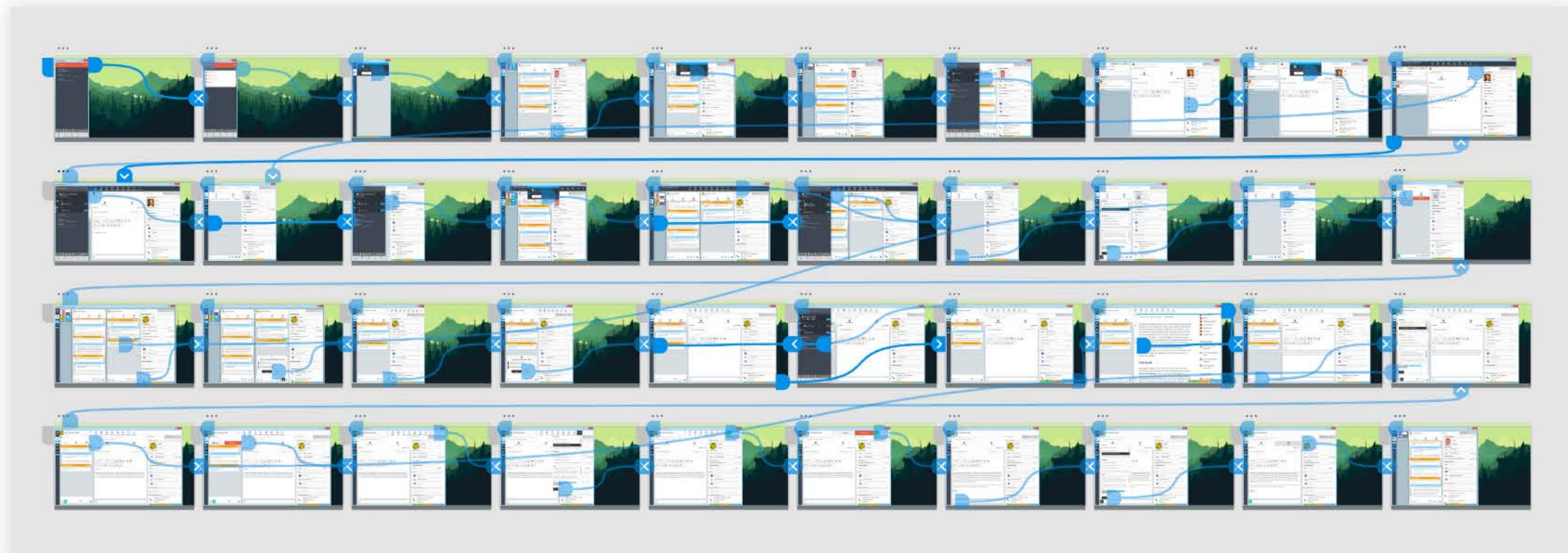


USABILITY TESTING

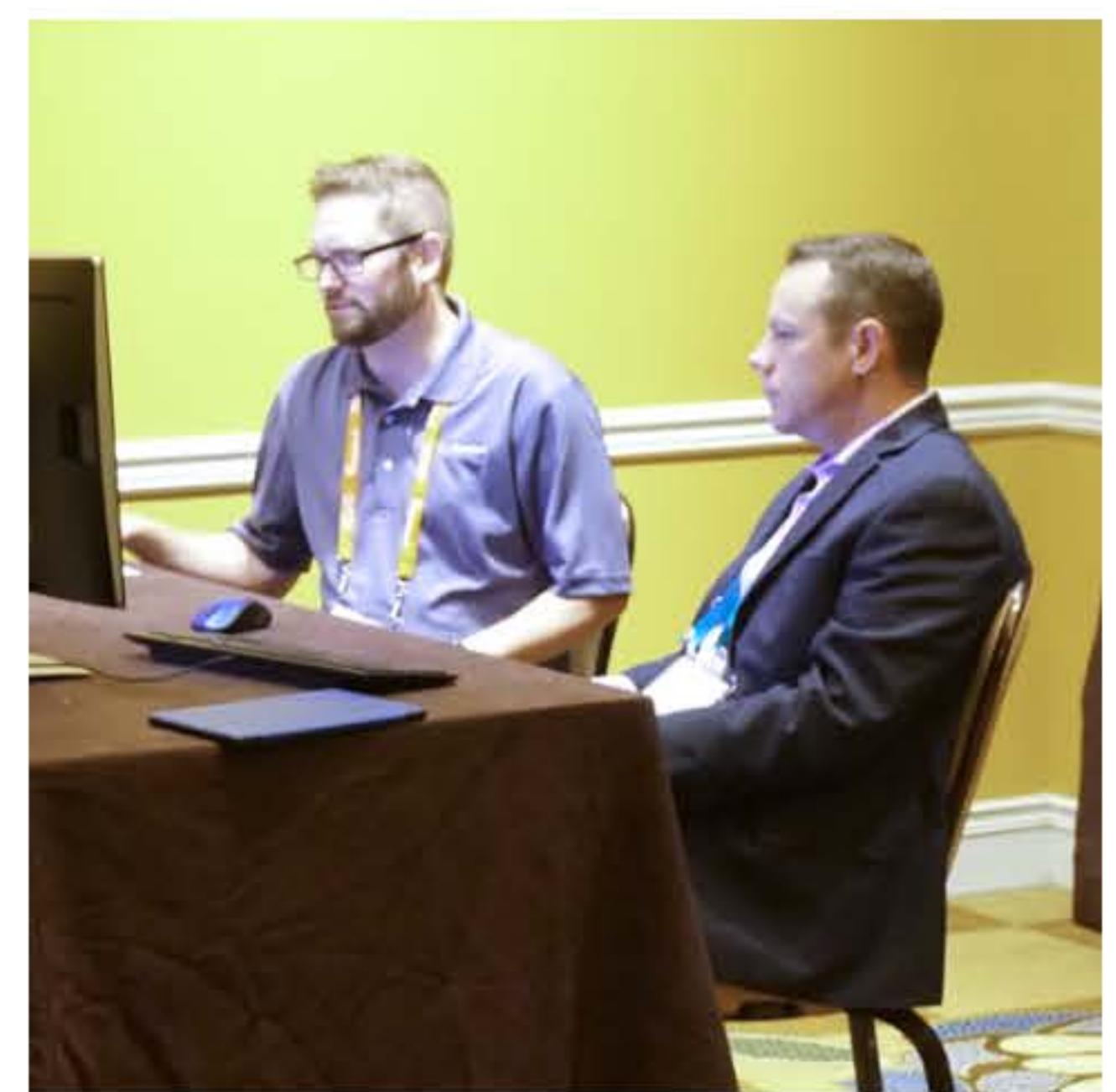
By testing this major new feature at our yearly user conference we were able to test with 22 customers and gain valuable insights prior to R&D work.

		104	106	108	109	110	113	115	120	122	128	130	135
104	Change schedule (breaks/lunch)	8											
104	Agent stats	7											
104	WFO manage callbacks	1											
106	View schedule	9											
106	time off request	6											
106	adherence	4											
108	like outlook	2											
110	shift biding	2											
113	Manager messaging	6											
113	team ranking for competition	4											
113	Real time agent stats	3											
113	Not too much WFO in MAX	3											
120	QM/evals	5											
104	worried about omni limits (agent load)	2											
104	doesn't understand dispo button	2											
104	are shaded emails unread or not selected?	1											
104	Not sure which workspace is active from sidebar	2											
104	Browser notifications are great	3											
106	Wants browser notifications to take you to contact	2											
104	Need better changelogs	1											
104	Elevating chat to call popup (field not clear)	6											
106	Thought that elevating chat to call would be through side bar	2											
104	Not sure if multichannel single (omni) dispositions should be separate	4											
108	Warm chat transfer	2											
104	Looking forward to contact card	3											
110	phone hyperlink	2											
110	pin side bar open (permanent glance that pushes workspace)	2											
115	auto accept for emails	1											
106	Elevate chat to call pop up would cover phone number												
106	omni is better on multiple monitors												
106	add dis should just be disposition for clarity												
106	but thin vs MAX is the ability to attach a picture to each option in the "Launch" button actions.												
108	Wants customer to be able to request elevation from chat												
108	Thinks millennials want gifs in chat (increased engagement)												
108	ents to elevate chat to phone whenever possible for better customer engagement."												
109	word cloud in contact card												
108	Want cherry picking emails in MAX												
120	Lock the style bar in email reply to scroll with the text												
ity profile to grant agents access to be pulled away from current contact when they accept a new incoming contact													
up, it is unclear which one you're on (consider opacity), have the name or unknown next to the icon besides just the color													

USABILITY DATA ANALYSIS



PROTOTYPE FOR USABILITY TESTING



FINAL DESIGNS

Examples of the final designs for the feature showcasing both the Omni-Channel and the Multi-Channel.

inContact Agent

Wedge Antilles 0:10

Hold Mute Mask Record Tra/Conf +Commit

L2 Support

Transfer Launch End chat

Wedge Antilles 1:17 pm

I see the account confirmation popup on my screen.

Me 1:16 pm

Now you should receive an email with the confirmation link.

This could take a minute or 2 to go through. Let me know when you have received that email.

Wedge Antilles 1:17 pm

I need you to call me about this. My number is **(987) 654-3210**.

Leia Organa Wedge Antilles

John Oliver

Personal Queue Your queue is empty.

Coming up You have no scheduled events today.

Call History You have no recent calls logged.

Roboto 14 ABC

B I U abc

Wedge,

What are you doing hiding there? It wasn't my fault, told him not to go, but he's faulty, malfunctioning, k Oh, no! That R2 unit has always been a problem. Th out of hand. Even I can't understand their logic at ti

Assigned Skills: 7

New Schedule Messages Actions More

Contact History (Last 5)

September 2, 2016, 9:56 AM Customer Service 1 15:67 Min

inContact Agent

WORKING 27 min

3:18 Hold Mute Mask Record Tra/Conf +Commit Hang Up Add Disp Go To Call

Randolph Maldonado 3:18

Chat 2:14

Leia Organa Wedge Antilles 0:10

Email 0:22

John Oliver 1:20 pm

Personal Queue Your queue is empty.

Coming up You have no scheduled events today.

Call History You have no recent calls logged.

Assigned Skills: 7

New Schedule Messages Actions More

Contact History (Last 5)

September 2, 2016, 9:56 AM Customer Service 1 15:67 Min

Wedge Antilles L2 Support

Transfer Launch End chat

Wedge Antilles 1:17 pm

I see the account confirmation popup on my screen.

Me 1:18 pm

Now you should receive an email with the confirmation link.

This could take a minute or 2 to go through. Let me know when you have received that email.

Contact Card Quick Replies

Basic Information

Wedge Antilles

Phone Numbers

Mobile (987) 654-3210

Home (555) 555-5555

Email Addresses

wedgeantilles@gmail.com

Physical Addresses

Home address

Social

facebook @wedgeantilles instagram

Account Information

account number

Contact History (Last 5)

September 2, 2016, 9:56 AM Customer Service 1 15:67 Min



FINAL DESIGNS (CONT)

Examples of the final designs for the feature showcasing both the Omni-Channel and the Multi-Channel.

The screenshot shows the inContact Agent interface with a multi-channel communication hub. On the left, there's a sidebar with icons for phone, chat, and email. The main area displays three active conversations:

- Phone Call:** Randolph Maldonado (Level 3 Tech Support) - 3:18. Call controls include Hold, Mute, Mask, Record, and Tra/Conf.
- Chat:** Leia Organa (L2 Support) - 2:14. Leia says: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email." Me responds: "I see the account confirmation popup on my screen." Leia replies: "Ok, so you click on the login button in the top left hand corner. This should activate a login pop-up, and then type in your login name and password. Then you need to go to your user profile in, the link in in the top left corner." Me responds: "I see the account confirmation popup on my screen." Leia replies: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email."
- Email:** Wedge Antilles (L2 Support) - 0:22. Wedge says: "I see the account confirmation link on my screen." Me responds: "Now you should receive an email with the confirmation link. This could take a minute or 2 to go through. Let me know when you have received that email."

The screenshot shows the inContact Agent interface with a call queue, inbox, and detailed contact information for John Oliver.

- Inbox:** Shows an incoming call from Randolph Maldonado (758) 864-0123, L3 Customer Support. Options to Accept or Reject the call are shown.
- Contact Card:** Displays basic information (John Oliver), phone numbers (Home: (xxx)-xxx-xxxx), email addresses (jolive@gmail.com), physical addresses (Home address), and social media links (facebook, @jolive, instagram).
- Contact History:** Shows the last five interactions with John Oliver, all from September 2, 2016, at 9:56 AM, with a duration of 15:67 Min each.
- Message:** An email titled "Your File Request" is open, addressed to jennyp@gmail.com. It contains a message from Roboto: "John," followed by a rich text editor toolbar.



DOCUMENTATION

Examples of the Documentation
that was delivered to R&D.

Disposition

Call Back Required
Call Back Unspecified
Competitive Price Match
Customer wanted to buy our company

Secondary Disposition

Call Back Required
Call Back Unspecified
Competitive Price Match
Customer wanted to buy our company

Notes

Lore ipsum dolor sit amet, consectetur adipiscing elit. Integer ullamcorper non lacus ut aliquam.
Quisque ac nisi at ipsum hendrerit congue et posuere erat. Cum sociis natoque penatibus et magnis dis parturient

Tags

- Add Tag + Patron Hung Up × Voicemail ×
- Wrong Number ×

Save

Buttons change depending on circumstance (same as current)

Save & Close **Save & Redial**

Roboto Regular
Font size: 12

Roboto
Condensed
Bold
Font size: 9

Disposition list item hover

No H Sele No H Sele No H Sele

Disposition

Call Back Required
Call Back Unspecified
Competitive Price Match
Customer wanted to buy our company

Saved Dispos

Disposition

Call Back Required
Call Back Unspecified
Competitive Price Match
Customer wanted to buy our company

Notes

Lore ipsum dolor sit amet, consectetur adipiscing elit. Integer ullamcorper non lacus ut aliquam.
Quisque ac nisi at ipsum hendrerit congue et posuere erat. Cum sociis natoque penatibus et magnis dis parturient

Tags

- Add Tag + Patron Hung Up × Voicemail ×
- Wrong Number ×

Save

Tags space will function as it does today in growing, shrinking, and scrolling as needed.

Disposition list item selected

The notes section starts smaller by default and can grow to showing up to 6 lines of text at a time. but can be forced to shrink as need for the other controls.

Selected State

Saved Disposition State

Number input disposition

Disposition (required)

Call Back Required
Call Back Unspecified
Competitive Price Match
Customer wanted to buy our company

Secondary Disposition

Call Back Required
Call Back Unspecified
Competitive Price Match
Customer wanted to buy our company

Phone Number

Outbound Skill

10/21/2016 11 : 55 am

(GMT-07:00) Mountain Time (US & Canada)

Notes

14.58

Tags

- Add Tag + Patron Hung Up × Voicemail ×
- Wrong Number ×

Save

Secondary dispositions (when active)will cause the primary disposition to slide up and expand the window as it comes in.



DOCUMENTATION (CONT)

Examples of the Documentation that was delivered to R&D.

Disposition

- Call Back Required
- Call Back Unspecified
- Customer wanted to buy our company
- Customer was Angry

Notes

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer ullamcorper non lacus ut aliquam.

Quisque ac nisi at ipsum hendrerit congue et posuere erat. Cum sociis natoque penatibus et magnis dis parturient

Tags

- +
-
-
-
-
-
-
-
-
-

Disposition	Call Back Required
	Call Back Unspecified
	Competitive Price Match
	Customer wanted to speak to someone else
Secondary Disposition	Call Back Required
	Call Back Unspecified
	Competitive Price Match
	Customer wanted to speak to someone else
Notes	<p>• Add Tag + • Patron Hung Up</p> <p>• Wrong Number X • Patron Hung Up</p> <p>• Patron Hung Up X • Voice Mail</p> <p>• Wrong Number X • Patron Hung Up</p> <p>• Patron Hung Up X • Voice Mail</p> <p>• Wrong Number X • Patron Hung Up</p>
Tags	<p>Save</p>

All initials are **centered vertically** (using `baseline` and `capline`) and **centered horizontally**

44px

WW Roboto Regular 2

44px

WW

Padding:
4px

Mini Call Bar

43px WW 43px

Roboto Regular 20

WW

Padding:
4px

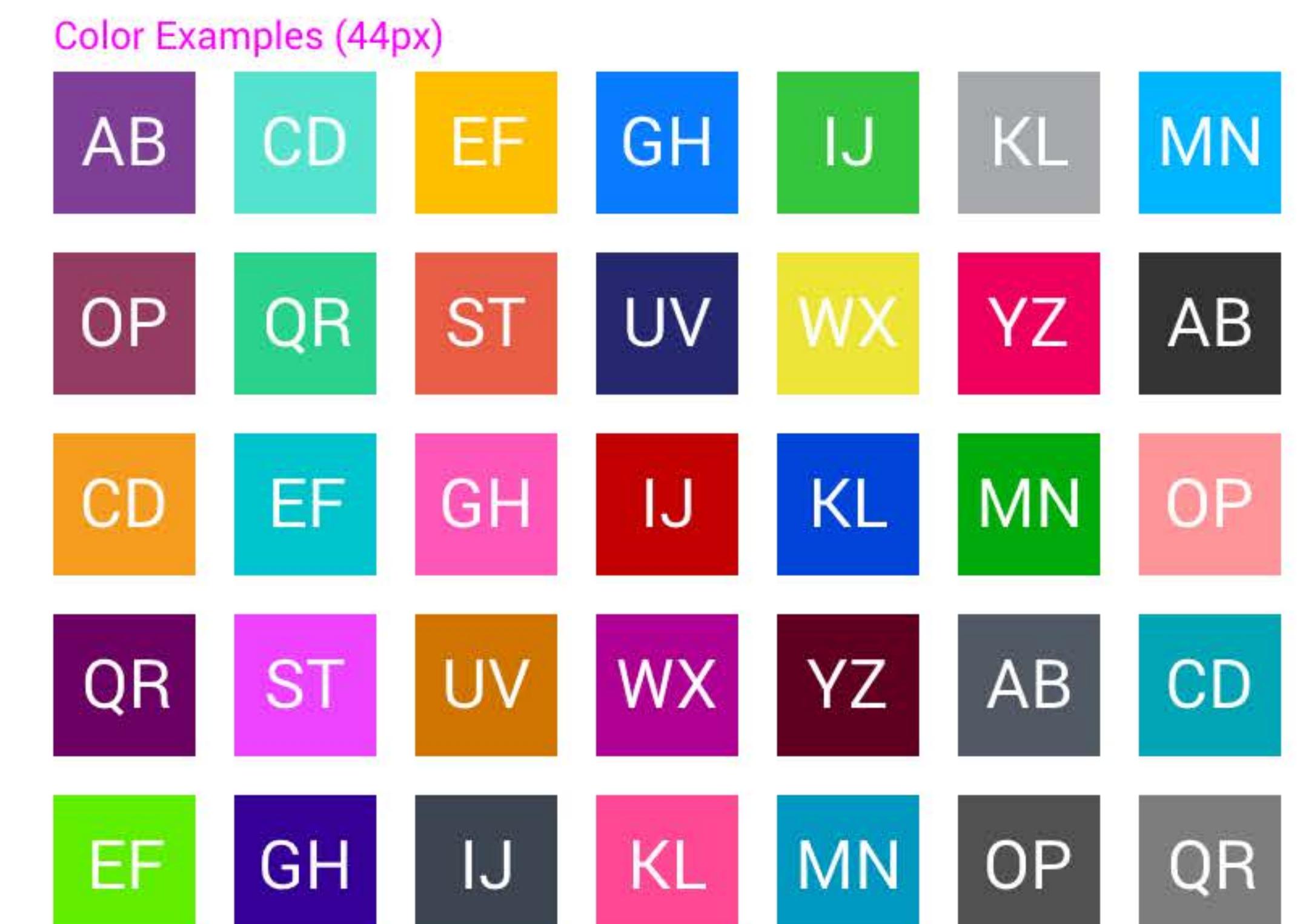
The screenshot displays two sections of a user interface. The top section, titled 'Workspaces/New Contact Toast/Email Inbox' in pink, shows a green square icon with 'ww' and the text '19px | Roboto Bold 9'. Below it is another green square icon with 'ww' and the text '19px'. The bottom section, titled 'Glance' in pink, shows a green square icon with 'ww' and the text '15px | Roboto Bold 7'. Below it is another green square icon with 'ww' and the text '15px'. To the right of these icons are the labels 'Padding:' and '1px'.

Colors (35 Total)

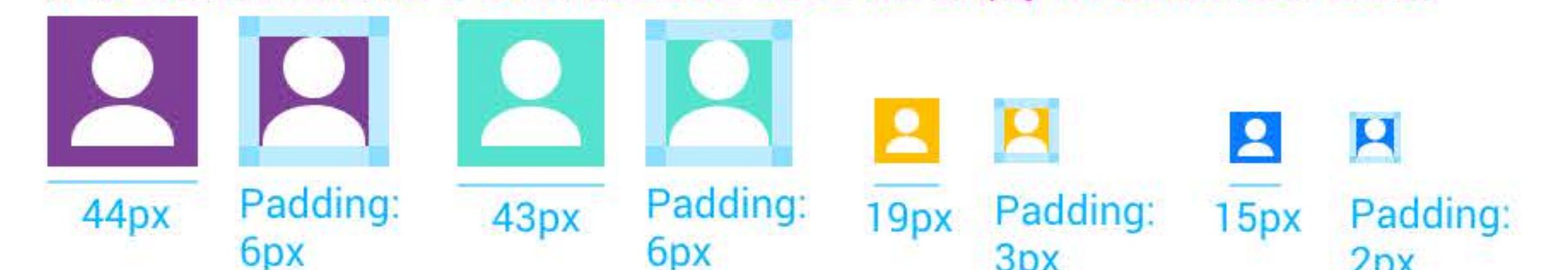
- | | |
|---------|---------|
| #7F3F97 | #35C53E |
| #F59C1F | #EEE537 |
| #55E3CF | #0044D9 |
| #350097 | #610020 |
| #EE43FF | #0098C0 |
| #FFBF00 | #A6A8AB |
| #E85D46 | #943C62 |
| #00C4CE | #515964 |
| #6C0063 | #EE005D |
| #FF56B9 | #00AA0B |
| #D07400 | #515151 |
| #3D4652 | #00B6FF |
| #087CFF | #333333 |
| #C30000 | #FF9598 |
| #29D28B | #00A4B5 |
| #B00093 | #7D7D7D |
| #FF4995 | #61EE00 |
| #25286F | |

If no customer name but an email address
use the first letter of the email address

Assumed max height
of Disposition window
for these examples.



If no customer name or email address use a the empty customer icon below



- The Disposition and tags area should use the same height (Max height for the Disposition sections is 4 lines)
 - The tags area has a min height that fits the lable and 2 lines of tags.
 - When the disposition has to shrink below 2 dispos showing then it becomes a dropdown.



PROJECT: SUPPLIER OASIS DESIGN SYSTEM

COMPANY

- Overstock.com

AFFECTED PERSONA

- All Supplier Personas

INTERNAL RESEARCH

- Performed an interface inventory of the current system.
- Spoke with key stakeholders about what pain-points they felt existed in the current product and about level of refresh was realistic.
- Sat with internal users to find the internal work arounds as well as discover what needs our internal users had that were not being fulfilled by the current state of the product.

CUSTOMER RESEARCH

- Sat with customers to see how they used the product and to see what work arounds our users were doing to get their jobs done.

GOALS

- Create a consistent experience and design language across any product that our Suppliers touch.
- Make the design system able to expand where and when needed.
- Make the design system and development guides simple and convenient to access.



DESIGN INVENTORY

Conducted a design inventory of the current state of Supplier Oasis to better show stake holders and upper management how the design and interaction pattern discrepancies were affecting the usability of the product.

This collage illustrates various user interface (UI) design patterns across different applications:

- Text Inputs:** A screenshot showing a product details form with multiple input fields. One field, "Brand," has a red border and the placeholder text "Brand is required," indicating it is a required field.
- Error Messaging:** A screenshot of a news search results page. It displays a message: "Sorry there are no results matching your criteria." Below this message, a modal window titled "Select Items" shows a pink error box stating "The CSV file was empty. Please upload contents and reattempt the import." It also includes a note: "We are aware of this, and actively working to resolve the issue."
- Buttons:** A collection of screenshots showing various button types and states:
 - A green "Submit Product" button with a white background and black text.
 - A standard blue "Import" button.
 - A blue "Create Product" button.
 - A blue "Update Inventory" button.
 - A blue "Sync with Overstock.com" button.
 - A blue "View Sync Log" button.
 - A blue "Add Channel" button.
 - A blue "Save Changes" button.
 - A blue "Cancel" button.
 - A blue "Apply Filters" button.
 - A blue "Upload CSV" button.
 - A blue "Download CSV" button.
 - A blue "Print" button.
 - A blue "Cancel" button.
 - A blue "Submit" button.
- Lists:** A screenshot of a sidebar menu showing a list of items from 1 to 100, with item 10 highlighted in dark grey. To the right, there are two sets of small icons for actions like edit, delete, and refresh.



DESIGN INVENTORY (CONT)

Conducted a design inventory of the current state of Supplier Oasis to better show stake holders and upper management how the design and interaction pattern discrepancies were affecting the usability of the product.

Cancel on the left

Select Menu

End Time Download File

End Time	Download File
27-Feb-2018 12:46:00	Download
07-Mar-2018 11:45:12	Download
07-Mar-2018 11:45:13	Download
07-Mar-2018 11:45:13	Download
07-Mar-2018 11:45:14	Download
07-Mar-2018 11:45:15	Download
07-Mar-2018 11:45:17	Download
06-Mar-2018 21:45:12	Download
06-Mar-2018 21:45:13	Download
06-Mar-2018 21:45:15	Download
06-Mar-2018 21:45:25	Download
06-Mar-2018 15:45:11	Download
06-Mar-2018 15:45:11	Download
06-Mar-2018 15:45:14	Download
06-Mar-2018 15:45:14	Download
06-Mar-2018 15:45:15	Download
06-Mar-2018 15:45:16	Download
06-Mar-2018 15:45:17	Download
06-Mar-2018 15:45:19	Download
06-Mar-2018 15:45:20	Download

Product Details

SKU	Description	Compass Accrual	Average Page	Average Location on Page
20695335	nuLOOM Traditional Overdyed Medallion Pink Rug (4'	5%	Page 12	Mode of Page
24221272	nuLoom Ivory Moroccan-inspired Abstract Tribal Sha	5%	Page 15	Top of Page
17361235	nuLOOM Alexa My Soft and Plush Solid White Shag Ru	5%	Page 9	Bottom of Page
24249845	nuLOOM Traditional Fancy Faded Floral Border Burgu	5%	Page 10	Middle of Page
22500651	Maison Rouge Leah Vintage Floral Ornament Light Bl	5%	Page 12	Mode of Page
19206148	nuLOOM Vintage Persian Border Grey Rug (8' x 10')	0%	Page 14	Bottom of Page

Tables

Items per page: 20 1 - 20 of 77

SKUs with Accrual: 5 Top of Page: 1576 Middle of Page: 1447 Bottom of Page: 1511

Items per page: 20 1 - 20 of 5075

Event Type Internal Sale Name Retail Discount SKUs

Event Type	Internal Sale Name	Retail Discount	SKUs
Site Sale		30%	86 out of 86
Site Sale		10%	2 out of 593
Site Sale		10%	590 out of 594

Import Export Taxonomy Change 0 Export Selected 0 Export Search Result Export All

EXPORT File Templates

Select file type...

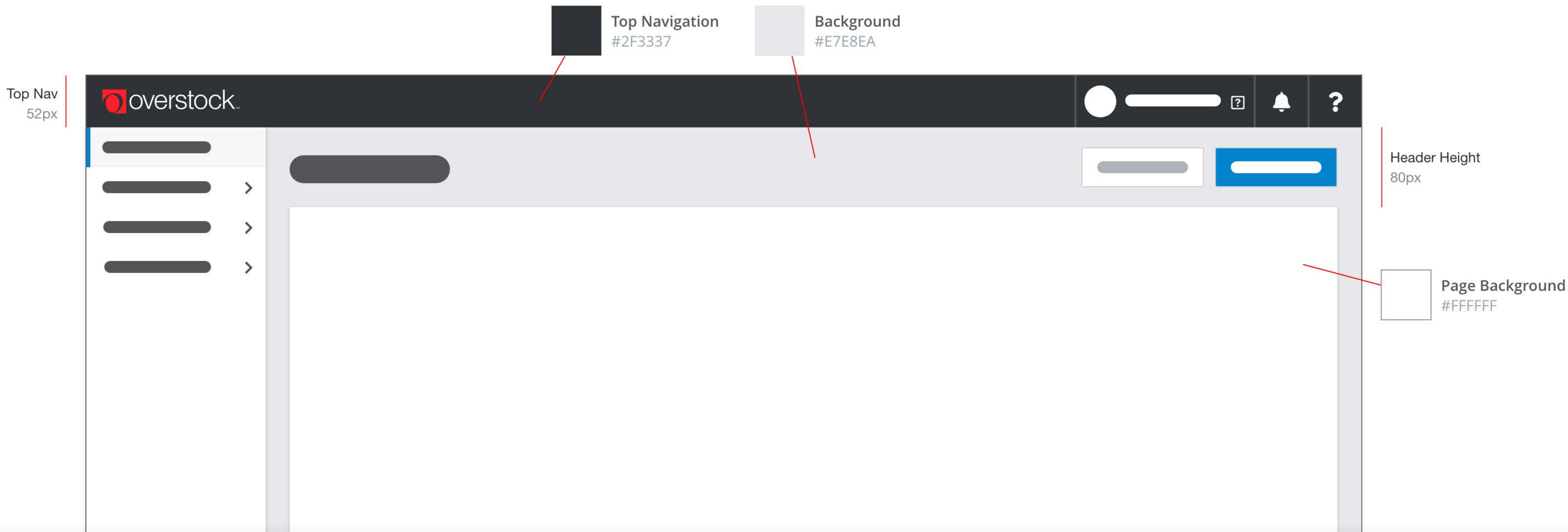


DESIGN SYSTEM

Set up the interaction patterns and the car functionality positions for the most common interfaces.

Interface

Page Layout



DESIGN SYSTEM (CONT)

The basic elements of color, icon styles and type faces weights and sizing

Colors

Red

Primary #FF1F2C

Medium #C7202C

Dark #AC1B25

Blue

Product Icons @24
Icons shown on 24 / 24 svg template. Stoke weight 2px.

Tints

Red-Tint #FAF1F2

Gray-Tint #F5F5F5

Icons

Font & Text Colors

Font & Weights

Helvetica Neue

Light Regular Medium Bold

Font Sizing & Weights

Helvetica Neue - 24px - Regular

Helvetica Neue - 20px - Regular



DESIGN SYSTEM (CONT)

Component level styling such as buttons, inputs, pickers, etc.

Buttons

Page Buttons Used throughout the application

Primary - Large - 40px

Normal Hover

Primary - Medium - 32px

Normal Hover

Primary - Small - 20px

Normal Hover

Button Styling - 2px radius

Primary

Normal #0485CC

Hover #0485CC

Pressed #026089

Text

Date & Time Pickers

Single Date Picker

Normal Jul 20, 2018

Hover Jul 20, 2018

Selected Jul 20, 2018

Date Range Picker (Can select a Single Date)

Inputs

Input Field

Default Jul 20, 2018

Active Jul 20, 2018

John Doe

John Doe

John Doe

Input Field Append

Default Label

Default Label

John Doe Label

Multi-Select

Large - 40px - 2px radius

Default

Default

Default

something

something cool

something else

something for you

something out there

something somewhere

Row Height 32px

Input #DADCDF

Error #C7202C

Layout

somethi

something

something cool

something else

something for you

something out there

something somewhere

something cool × something ×

something else × something for you ×

something somewhere ×

Field Top

Between C

Between C

Field Bottom

Field Left P

Between Ch

Field Right



DESIGN SYSTEM (CONT)

Element and pattern level styling such as pagination patterns, tables, table controls, etc.

Pagination Bar

Table Controls

Tables

Pagination

Normal

Displaying 1 - 100 of 99999

Hover

Displaying 1 - 100 of 99999

Pressed

Displaying 1 - 100 of 99999

Pinned Field Selection

Pinned Field

Product Name

Supplier SKU

Overstock SKU

UPC

Taxonomy

Status

Impressions

Units Sold

Page Rank

Reason

Site Price

Suggested Price

Current First Cost

Suggested First Cost

New First Cost

Projected Additional Revenue 90 Days

Table Control Area

Pinned Field Hide Fields Filter Group Sort Row Height SKU Bulk Search

Layout

Pinned Field Hide Fields Filter Group Sort Row Height SKU Bulk Search

Table Header

Product Name Supplier SKU Overstock SKU Taxonomy New First Cost

Column Resizing

Product Name Supplier SKU Overstock SKU Taxonomy New First Cost

Padding
4px to left of text

Padding
4px to left of text



DESIGN SYSTEM (CONT)

Basic navigation pattern we wanted, but still had to give it a final UI pass.

Navigation

Top Navigation

Top Navigation
#2F3337

Notifications
52px

User Menu
180px

Help
52px

Normal
#2F3337

Hover
#61676E



DESIGN SYSTEM (CONT)

A larger look at the Design Systems current state.

